

**"COVID-19 SMART" BUSINESS OPERATION PLAN GUIDANCE****"Preparing for phased reopening in Grant County"***(Working Document - last updated 5/5/2020)*

This document is intended to provide general guidance for a COVID-19 business operation plan to limit the spread of COVID-19 in Grant County. As part of the 4-phased plan to reopen businesses in Washington, all businesses should have a plan in place prior to operating. If you have questions on your plan development, please contact Stephanie Shopbell: [sshopbell@granthealth.org](mailto:sshopbell@granthealth.org), 509-766-7960 ext. 41.

**Required Sections of the Plan\***

- 1) COVID-19 Education plan for Managers, Supervisors, Staff and New Hires
- 2) Infection Control Measures
  - Employee Screening
  - Customer Screening
  - Exclusion of ill employees and visitors/customers from the workplace
  - Return to work procedure
- 3) Physical and Administrative Mitigation Measures
  - Face Coverings and Other Personal Protective Equipment (PPE)
  - Physical Distancing
  - Physical Barriers
  - Additional Administrative Measures
- 4) Cleaning and Sanitation
- 5) Continuous Monitoring and Enforcement of the COVID-19 Business Plan

\*Additional industry specific measure required by federal, state, or local regulations are also required in the plan.

**Additional Links:**

- Governor's Phased Opening "Safe Start" Plan:  
[https://www.governor.wa.gov/sites/default/files/SafeStartWA\\_4May20\\_1pm.pdf](https://www.governor.wa.gov/sites/default/files/SafeStartWA_4May20_1pm.pdf)
- GCHD Educational Posters: <http://granthealth.org/resources-for-covid-19/>
  - Examples of educational materials can be seen at the end of this document
- Homemade Face Covering Instructions: <https://www.ltgov.wa.gov/how-to-make-a-mask>



## **1) COVID-19 Education Plan**

Outline how all staff including managers, supervisors, general staff and new hires will be trained and continuously educated on:

- COVID-19 symptoms
- Potential employee testing, because it is becoming more common to test employees at a workplace with identified case(s) of COVID-19
- Employee and customer/visitor (whenever applicable) screening process
- What to do if an employee or customer feels sick
- What physical distancing measures are being implemented and expectations for following them
- Expectations about and instructions on a correct use of a face covering (masks)
- Personal hygiene to prevent COVID-19 spread including handwashing, using hand sanitizer with more than 60% alcohol, and not touching your face covering, face or mouth
- Coughing /sneezing etiquette i.e. cover your cough
- Cleaning and sanitation measures being implemented at the business
- Consequences and corrective action plan when precautions are not implemented

## **2) Infection Control Measures**

The plan should, at minimum, address the items discussed below. In general, all employees and customers should be screened for COVID-19, anyone ill must be excluded, all persons under isolation or quarantine by public health or their doctors must be excluded, and only persons meeting certain criteria may be allowed back to work after COVID-19 illness.

Everyone is expected to follow additional guidance specific to COVID-19 from GCHD, Centers for Disease Control and Prevention (CDC), as well as state agencies such as the Department of Health (DOH), Department of Labor and Industries (LNI), and Department of Agriculture as applicable.

### **Employee Screening Procedure**

Workers should be informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Procedures to screen employees for COVID-19 symptoms must be included. GCHD recommends screenings are done at the beginning and end of every shift; at a minimum, every employee should be screened at the beginning of every shift. We also recommended that screening be done of visitors/customers to the business to further protect employees. The person responsible for screening should be identified.

Screening forms can be found on our website: <http://granthealth.org/resources-for-covid-19/>. A log must be kept for public health review; screening questions should include asking about new symptoms within the last 24 hours or since their last shift (for new employees or employees who have not worked in the last 7 days ask about symptoms in the last 7 days):

- Cough
  - Shortness of Breath (or other respiratory symptoms)
  - Fever (>100.4°F) or feeling feverish
  - Chills
  - Sore throat
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- Muscle Ache
- Headache
- New loss of smell or taste

In addition, a temperature check is recommended as part of the screening procedure. Any temperature more than 100.4°F is considered a fever. Presence of any of the above symptoms, including fever, should trigger an immediate exclusion from work.

Employees who are sick with COVID-19 symptoms shall be immediately excluded and advised to seek prompt testing for COVID-19 from their healthcare provider or other available testing site in their area.

### **Visitor/Customer Screening Procedure**

We recommend applying the same screening procedure (without a temperature check) to screen visitors/customers. Alternatively, it is always appropriate to exclude from the business any visitors/customers who are observed to exhibit signs of COVID-19, including cough, fever, or feeling otherwise unwell.

For businesses where extended close contact within 6 feet is unavoidable (gyms, pools, fitness centers, nail salons, hair salons, etc.), a detailed outline of the screening procedure used for customers is required.

### **Exclusion of Sick or Quarantined Employees and Customers**

It is not acceptable to allow employees with illness at work. A policy addressing ill workers identified during employee screening and their immediate exclusion must be included. Additionally, the policy should also outline how employees under isolation or quarantine orders from public health or their doctors will be excluded from the workplace. A separate process of excluding sick visitors/customers should be outlined.

### **Return to Work Procedure**

For previously ill employees, DOH and GCHD requirements must be met before the employee is allowed back to work. Requirements may include a negative COVID-19 test result, duration of time, and improving symptoms. Employers are recommended to implement leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

In some cases, GCHD may ask employers to inform workers they have been exposed to a person with COVID-19 at their workplace. Close contacts of confirmed cases will be required to quarantine for the specified amount of time, usually 14 days.

## **3) Physical and Administrative Mitigation Measures**

### **Face Coverings and Other Personal Protective Equipment (PPE)**

In order to re-open our businesses, face covering/masking should be required, especially for all indoor employees and customers or whenever physical separation of at least 6 feet is not possible. Masking of all employees and visitors/customers in Grant County is therefore expected and should

be emphasized, especially when physical distancing requirements cannot be met. Public masking could become mandated in the future.

Fabric masks or cloth face coverings are preferred over healthcare masks to ensure medical personnel have access to the supplies needed for patient care. Other PPE such as gloves, shields or aprons should be provided as appropriate.

### **Physical Distancing**

A plan for engineering and administrative controls should be implemented to adhere to physical distancing requirements of 6 feet of distance between employees and between customers.

Control plans may include:

- Signage at the entry and within business with information on physical distancing, masking, and symptoms of COVID-19.
- Reconfiguring workspaces to create distance between employees
- Floor, wall, or ground markers to identify physical distancing for visitors/customers such as when waiting for checkout or services
- Placing physical separators creating at least 6 feet space between customers
- Creating one-way /one direction customer flow (at isles, throughout the business)
- Limiting room capacity to allow for physical distancing requirements to be met
- Limiting occupancy as required by state or local rules, redesigning seating /waiting areas
- Addressing expectations on physical distancing when staff is working away from main business location (landscapers, house painters, carpet cleaners, inspectors, etc.)
- Creatively implementing other distancing plans, relocating parts of business outdoor, etc.

### **Physical Barriers**

Consider installing physical barriers such as plexiglass for interactions where physical distancing requirements cannot be met, such as at checkouts or service counters. Other physical separators are encouraged when feasible.

Business should include methods to reduce “touchpoints” in their businesses, including:

- Keeping designated “Display Only” items for customers to view or handle, when possible such as menus, books, and informational materials.
- For food products, discontinuing all product sampling and self-serve areas.
- When possible, allow mobile, credit card, or other cash-free payment options. Encourage customers to pre-order/pre-pay when possible.
- Place the items behind a barrier such as in cases or behind rope barriers to be handled by employees only.

Services where physical separation is not reliably possible (water fountain use, showering facilities) may need to be temporary prohibited. Business like hair or nail salons where physical distancing cannot be met should develop procedures to limit contact as much as possible, wear appropriate PPE and have specific sanitation practices between customers.

### **Additional Administrative Measures**

An informational banner or a sign with COVID-19 information (symptoms list, face mask, etc.) are expected at the business entry. Examples of signs can be found on our website at [www.granthealth.org](http://www.granthealth.org).

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Employers are further encouraged to develop a working environment where it is expected to self-report illness, where employee actions intended to protect others are encouraged, and where protecting others from COVID-19 is rewarded. Employers should consider these additional measures: telework; flexible work hours; staggered shifts and additional shifts to reduce the number of employees in the workplace at one time; different opening hours; regulate riding in or sharing of vehicles; provide recommended PPE supplies, such as masks or nonmedical cloth face coverings, gloves, disinfectant, shields, etc., and support communications plans to address employee concerns.

#### **4) Cleaning and Sanitation**

Procedures outlining cleaning and sanitation at the workplace, especially of frequently touched surfaces, shared workspaces, shared tools, merchandise, and equipment are expected. Procedures should identify who is responsible for cleaning, how often cleaning will be done, which surfaces will be cleaned, and what products will be used to clean. Frequently touched surfaces include:

- Doorknobs
- Railings
- Counters
- Debit/Credit card machines
- Levers
- Keyboards
- Phones, desks, printers, scanners, fax machines or other shared equipment
- Shared vehicles
- Other shared equipment used by employees
- Potentially touched merchandise (consider removal)

All employees should have access to hand washing facilities that include water, soap, and paper towels. In the event handwashing cannot be done, sanitizer with more than 60% alcohol should be provided. Sanitizers should be placed at the entry, on the counters, in the bathrooms and other visible locations and their use by employees and visitors/customers should be encouraged.

Cleaning procedures should also include what additional steps will be taken at the workplace if any employee is confirmed to have COVID-19 such as closing the business, "deep cleaning" or other decontamination.

#### **5) Continuous Monitoring and Implementation of COVID-19 Precautions**

Strategy on monitoring and continuous implementation of COVID-19 precautions needs to be included. The person responsible for monitoring should be identified for each shift. Corrective actions for when the plan is not being followed should be laid out and should include consequences for employee noncompliance.

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## COVID-19 BUSINESS PLAN CHECKLIST

### 1) COVID-19 Education plan for managers, supervisors, staff, and new hires

Education includes:
Designated trainer
Schedule for training (daily, weekly, etc)
Symptoms of COVID-19
Testing expectations
Employee Screening Process
Exclusion of ill workers and visitors
Physical mitigation measures being implemented
Personal hygiene: handwashing, cough/sneeze etiquette
Cleaning and sanitation being implement
Consequences of non-compliance and corrective action

### 2) Employee Screening

Procedure for daily employee screening (when, how conducted)
Screening that includes all symptoms of COVID-19 and temperature (as feasible)
Person identified to conduct employee screening and recording into a log
Screening plan for visitors/customers

### 3) Exclusion of ill employees and visitors/customers from the workplace

Plan to immediately exclude ill staff
Plan to exclude ill visitors or clients
Return to work procedures for staff with recent illness
Plan for quarantined staff (no work until official release)

### 4) Physical Mitigation and Administrative Measures

Face covering /Masking emphasized for all staff and visitors/customers
Physical distancing (6 feet) in place for staff
Physical distancing plan for visitors/customers
Physical barriers installed for areas where physical distancing cannot be met
Certain services and routines prohibited (where separation and barriers impossible)
Policies encouraging compliance (sick leave, off site work, etc.)

### 5) Cleaning and Sanitation

Handwashing and sanitizer with more than 60% alcohol available for all employees
Plan to clean all high touch surfaces frequently (surfaces identified, how often, products to be used)
Identify who will be responsible for cleaning
Sanitizer available at the entry and other locations for employees and visitors/customers

### 6) Continuous monitoring and enforcement of the COVID-19 Business Plan

Identify who will be responsible for monitoring plan implementation
Strategy to review plan and implementation
Consequences for failure to adhere to COVID-19 precautions

#### Optional

Industry specific measures. Industry:
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## Employee and Visitor Screening Forms (available in English and Spanish)

## EMPLOYEE SCREENING FORM

[illegible]

## VISITOR SCREENING FORM

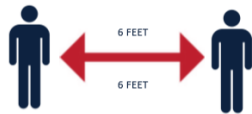
[illegible]

## Physical Distancing

For your health and the health of those around you:

PLEASE PRACTICE  
SOCIAL DISTANCING

### Stay 6 Feet Away from Others



Para su salud y la salud de quienes lo rodean:

POR FAVOR PRACTIQUE  
LA DISTANCIA SOCIAL

Manténgase a 6 pies de distancia de otros



For your health and the health of those around you:

PLEASE PRACTICE  
SOCIAL DISTANCING

### Stay 6 Feet Away from Others



Para su salud y la salud de quienes lo rodean:

POR FAVOR PRACTIQUE  
LA DISTANCIA SOCIAL

Manténgase a 6 pies de distancia de otros



## Face Masks

**To Protect Others,  
Always Wear a  
Mask in Public**



**Para Proteger A Los  
Demás, Siempre Use una  
Máscara en Público**



**To Protect Others,  
Always Wear a Mask  
in Public**



**Para Proteger A Los  
Demás, Siempre Use una  
Máscara en Público**





## Symptoms of COVID-19

IF YOU HAVE ANY SYMPTOMS OF COVID-19:  
SI TIENE ALGUNOS SÍNTOMAS DE COVID-19:

 Cough Tos	 Shortness of Breath Dificultad para respirar	 Fever Fiebre	 Headache Dolor de Cabeza
 Chills Escalofríos	 Sore Throat Dolor de Garganta	 Muscle Ache Dolor muscular	 Loss of Taste or Smell Pérdida de sabor u olfato



**DO NOT ENTER!**  
Go home and call your doctor

**STOP! ALTO!**

**¡NO ENTRAR!**  
Váyase a su casa y llame a un médico

**GCHD**  
GRANT COUNTY HEALTH DEPARTMENT

IF YOU HAVE ANY SYMPTOMS OF COVID-19:  
SI TIENE ALGUNOS SÍNTOMAS DE COVID-19:

 Cough Tos	 Shortness of Breath Dificultad para respirar	 Fever Fiebre	 Headache Dolor de Cabeza
 Chills Escalofríos	 Sore Throat Dolor de Garganta	 Muscle Ache Dolor muscular	 Loss of Taste or Smell Pérdida de sabor u olfato

**¡NO TRABAJAR!**  
Váyase a su casa y llame a un médico

**STOP! ALTO!**

**DO NOT WORK!**  
Go home and call a doctor

**GCHD**  
GRANT COUNTY HEALTH DEPARTMENT

## Precautions for COVID-19

**PRECAUTIONS FOR CORONAVIRUS (COVID-19)**

 If you have fever more than 100.4°F, cough, or shortness of breath, do not work. Tell your supervisor, go home and call a doctor.

 Wear a covering over your mouth and nose anytime you are not home. You can wear a bandana or fabric facemask.

 Wash your hands often with water and soap. If you cannot wash your hands, use a hand sanitizer with more than 60% alcohol.

 Stay 6 feet apart from those around you when working, eating, and going into public.

 Only leave home to go to work or to get necessary items like groceries or visiting a doctor.

 Do not gather together in large groups.

**GCHD**  
GRANT COUNTY HEALTH DEPARTMENT

**PRECAUCIONES PARA EL CORONAVIRUS (COVID-19)**

 Si tiene fiebre de más de 100.4°F, tos o falta de aire, no trabaje. Dígame a su supervisor, váyase a su casa y llámelo a un médico.

 Use una cubierta sobre su boca y nariz cada vez que no esté en casa. Puede usar un pañuelo o una mascarilla de tela.

 Lávese las manos con frecuencia con agua y jabón. Si no puede lavarse las manos, use un desinfectante para manos con más de 60% de alcohol.

 Manténgase a 6 pies de distancia de las personas que lo rodean cuando trabaja, come y sale al público.

 Solo salga de casa para ir a trabajar u obtener los artículos necesarios, como comestibles o visitar a un médico.

 No se reúnan en grupos grandes.

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## Everyone Can Do Something

### EVERYBODY CAN DO SOMETHING!

Everyone can do their part to prevent the spread of COVID-19

 Stay home if you are sick	 Wash your hands frequently with soap and water
 Frequently clean surfaces like doorknobs.	 Use physical distancing and stay 6 feet away from other people
 Wear a mask in public	 Avoid gatherings of large groups of people

**GCHD**  
GRANT COUNTY HEALTH DEPARTMENT

### ¡TODOS PUEDEN HACER ALGO!

Todos pueden hacer su parte para prevenir la propagación de COVID-19

 Quedarse en casa si está enfermo	 Lávese las manos frecuentemente con agua y jabón.
 Limpie con frecuencia las superficies como agarraderas de las puertas.	 Use el distanciamiento físico y manténgase a 6 pies de distancia de otras personas
 Use una máscara	 Evite reuniones de grupos grandes de personas.

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